

These 4 hour courses provide a more in-depth learning experience into topics. The longer format allows for more discussion, in classroom exercises and more detailed information on the topic. Completion of 8 Pathway courses qualifies an employee for a “Pathways Certificate”.

Communication - This course reviews the basic components of effective communication, including listening techniques, non-verbal messages, and verbal statements. Discussion identifies common miscalculations people make when communicating with each other and shares strategies to communicate effectively in specific work situations. Participants will sharpen their communication skills and understand how good communication can improve relationships with and increase the productivity of employees.

Developing SMART Goals - This course highlights the impact of the goal setting process on personal effectiveness. Discussion explores the importance of attitude, defines characteristics of effective goals, and offers a step-by-step goal setting process. Participants will gain clarity in their desires, build confidence in their abilities, and receive specific tips for success.

Diversity & Inclusion - This 4-hour Pathway to Learning course addresses both the personal and professional benefits of supporting inclusive work environments. Discussion acknowledges the impact of diversity on the workplace, examines the difference between diversity and inclusion, and explores the manifestation and impact of stereotypes, prejudices, and discrimination. Participants will learn specific steps to chart a personal diversity journey and build respectful relationships with others.

Effective Supervision - This 4 hour Pathway to Learning course provides the principles and practices of supervision. The course includes a comprehensive overview of what supervision is and how participants can be effective in supervisory roles. Topics include identifying key supervisory skills, promoting superior employee performance, and learning how to project a competent, confident, and professional image.

Improving Interpersonal Relationships - Participants will learn how a positive attitude and behavior are related to building healthy interpersonal relationships. Also, participants will understand the importance of communicating effectively with others, and learn principles and practices of trust in interpersonal relationships that result in win-win relationships. Participants will grow in self-understanding, confidence, personal effectiveness, and their ability to handle the challenges/opportunities of their workplace lives.

Introduction to Leadership - This 4 hour Pathway to Learning course is designed to introduce the topic of leadership and explain how to become an effective leader. Participants learn how to identify the qualities of effective leaders, understand different leadership styles, and use leadership techniques to ensure success.

Myers-Briggs Type Indicator (MBTI) - Understanding Your Type – Participants taking the MBTI Inventory and receiving feedback will be able to identify their unique gifts. The information enhances understanding of yourself, your motivations, your natural strengths, and your potential areas for growth. It will also help you appreciate people who differ from you. Understanding your MBTI type is self-affirming and encourages cooperation with others. Participants will be asked to complete the MBTI Inventory prior to the training date.

Managing Healthy Lifestyle - The purpose of this training is to help participants develop and manage a healthy lifestyle, which is essential for maintaining a good balance in life. This class will also provide valuable tips and techniques the participant can use to uplift their mind power and energy level to help get through everyday challenges in life. With suggested techniques and individual efforts, this course will assist participants to feel

good about themselves and reduce stress, which will have a positive impact on employee morale. "Life is too short, Live, Love, Laugh!!!"

Organizational Culture - This 4-hour Pathway to Learning course will define what organizational culture is and how it impacts our daily work life. Participants will discuss the various aspects of the City's culture and even explore ways to change the culture.

Presentation Skills - This course offers simple, easy to practice tools to help you cope with nerves, get your message across memorably, structure your material for the best impact and present effectively to audiences of varied sizes.

Peer Coaching - This course presents coaching as a tool for promoting positive peer interaction. Discussion highlights the role that effective feedback plays in building strong relationships and encouraging collaboration. Participants will learn ways to offer support in a manner that is productive and objective rather than critical and personal, and will learn how to appropriately recognize teammates' efforts and contributions.

Team Dynamics - This 4-hour Pathway to Learning course emphasizes the value and impact of individual contributions to team success. Discussion helps employees understand their position within the team and basic expectations of team membership. Participants will learn characteristics of strong contributors and ways to overcome challenges that keep team members from fully committing themselves to the team.

Values & Ethics - This course emphasizes the importance of values and ethics in the workplace. Discussion explores how values influence employees' decision-making abilities and actions, and identifies ethical dilemmas commonly faced in the work setting. Participants will learn how to navigate "grey areas" of professional ethics and how to perform their work in a way that supports the values of their organization.

Work Ethic (Workplace Bullies and Workplace Zombies)

Workplace bullying is often difficult to identify and manage. If it is left unnoticed and unaddressed, it can lead to more devastating consequences. Workplace Zombie issue is a growing phenomenon in various organizations today. It could be undermining the mission, vision, and the very future existence of the organization.

This training will cover both issues and provide appropriate approach methods to remediate various challenging situations associated with workplace bully and workplace zombie. With information and techniques suggested in this training, participants will be able to keep themselves motivated, safe, and contribute in paving the way to their personal and organizational success.